Welcome to United States Army Aeromedical Center

"Army Medicine: Caring Beyond the Call of Duty"

REPORT CARD FOR THE PERIOD Feb - Apr 2000

OUR COMMITMENT . . .

. . . TO YOU

We are committed to providing world-class healthcare for all of our patients. Please take a moment to learn more about what we do and how well we are doing it. We welcome your ideas and look forward to working together to improve health and fitness in our community.

. . . TO TIMELINESS

**For urgent care, you should be seen within 24 hours of your call (USAAMCs average is less than 24 hours.).*

* *For routine care, your appointment should be within 7 days (USAAMCs average is 1.5 days.).*
* Once you arrive at the clinic, you should be *seen within 30 minutes* (At USAAMC, 80% of patients are seen within 30 minutes).
* *For wellness visits, you should be seen within 4 weeks (USAAMCs average is 12.25 days).*
* *Waiting times for major services at* USAAMC:

*ACC	- 1 Day	*GYN	- 1 Day
*Pediatrics	- 1 Day	*Orthopedics	- 15 Days
*Ophthalmology	- 1 Day	*Internal Medicine	- 1 Day

. . . TO WELLNESS

We want you to stay healthy or to get healthier than you are now!
We offer more than 10 patient education classes.
Ask your health care provider for schedules and information, or stop by the Preventive Medicine Clinic.

. . . TO SERVICE

* Call 1-334-255-7151 anytime to talk with our Health Care Information Line Advice Nurse
* For information about TRICARE, please call 1-800-333-5331 or visit our TRICARE Offices at the U.S. Army Aeromedical Center
* Visit the Army Medicine Web Page at www.armymedicine.army.mil and the USAAMC Web Page at www.rucker.amedd.army.mil
* If you have any problems with your healthcare or access to services -- contact our Patient Representative at 255-7229

. . . TO EXCELLENCE

Our hospital is proud to be fully accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). This national organization conducts hospital surveys every three (3) years to rate how well hospitals are providing healthcare. Here are some JCAHO scores and other measures which demonstrate our excellence.

Measures of Excellence	Our Score	Civilian Average
Overall JCAHO Score (100 is highest; 0 is lowest)	97	92
JCAHO Subscores (1 is highest; 5 is lowest)		
•Competence Assessment: Verifying that healthcare professionals are actually providing quality healthcare;	1	
•Infection Control: Monitoring the rate of hospital infections and taking measures to minimize their occurrence;	1	
•Nursing: Assuring that patients receive the highest quality nursing care and services.	1	
Credentialing: Certifying that healthcare professionals are licensed and qualified to provide care;	2	
Percentage of Board-Certified Staff Physicians:		
COL's	88%	
LTC's	100%	82%
MAJ's	70%	
Percentage of Military Registered Nurses with a Bachelor of Science Degree in Nursing	100%	34%
Overall satisfaction with medical care at USAAMC (7 is highest; 0 is lowest)	5.73	5.00
Ease of making a phone appointment to USAAMC (5 is highest; 0 is lowest)	3.73	3.74
Satisfaction with waiting time at USAAMC clinics before seeing your health care provider (5 is highest; 0 is lowest)	3.87	3.74

TRICARE